

10-6-2017

VOCAB for Collaboration: How “Work Language” Can Help You Win at Teamwork

Bianca Biesinger
Utah State University

Andrea Payant
Utah State University

Darcy Pumphrey
Utah State University

Sara Skindalien
Utah State University

Randy Williams
Utah State University

Rachel Wishkoski
Utah State University

Follow this and additional works at: https://digitalcommons.usu.edu/lib_present



[next page for additional authors](#)
Part of the [Library and Information Science Commons](#)

Recommended Citation

Biesinger, B., Payant, A., Pumphrey, D., Skindalien, S., Williams, R., Wishkoski, R., Woolcott, L. (2017, October 6). VOCAB for Collaboration: How “Work Language” Can Help You Win at Teamwork. Presented at the UALC Professional Development Retreat, Ogden, UT.

This Presentation is brought to you for free and open access by the Libraries at DigitalCommons@USU. It has been accepted for inclusion in Library Faculty & Staff Presentations by an authorized administrator of DigitalCommons@USU. For more information, please contact digitalcommons@usu.edu.



Authors

Bianca Biesinger, Andrea Payant, Darcy Pumphrey, Sara Skindalien, Randy Williams, Rachel Wishkoski, and Liz Woolcott

VOCAB for collaboration:

How “work language” can help you win at teamwork

Bianca Biesinger

Library Assistant Sr., Resource Sharing and Document Delivery

Andrea Payant

Metadata Librarian

Darcy Pumphrey

Digital Library Coordinator

Sara Skindelen

Library Assistant, Special Collections and Archives

Randy Williams

Fife Folklore Archives Curator

Rachel Wishkoski

Reference and Instruction Librarian

Liz Woolcott

Head of Cataloging and Metadata Services

Clair Canfield's VOCAB Model

V = vulnerability

O = ownership

C = communication

A = acceptance

B = boundaries



Clair Canfield: 2016 TEDxUSU
<http://tedx.usu.edu/wp-content/uploads/2016/08/clair.jpg>

VOCAB

Vulnerability

Willingness to Let Myself Be Seen

- Check ego at door
- Time to get to know one another
- Trust foundational to vulnerability
- Vulnerability allowed us to be powerful
- United in face of challenges

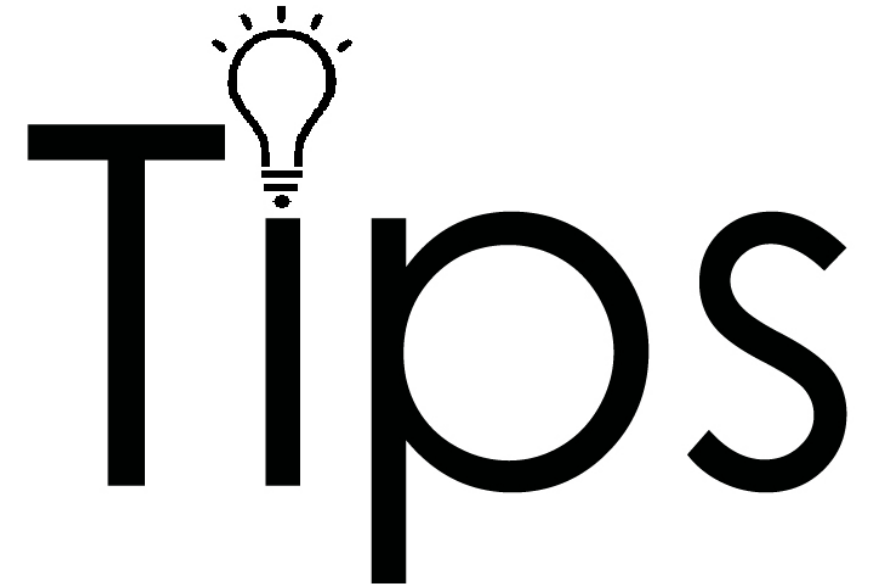


https://upload.wikimedia.org/wikipedia/commons/c/c5/Peacock_Plumage.jpg

Vulnerability TIPS

Willingness to Let Myself Be Seen

- Recognize there will be many unknowns
- Sense of humor a must
- Build in time for group processing: get to know before you get to go!
- Safety bonds are applied to other work



Tips

VOCAB

Boundaries

Ground Rules for Acceptable Behavior

Create group agreements

1. Discussion:

- How do I do creative thinking?
- How do I best express my thoughts?
- How do I deal with disagreement?
- How do I like communicate?
- What skills could I contribute?
- What ground rules are important to me?

Styles, Strengths, and Preferences

(input information for yourself and offer suggestions for others if you are comfortable doing so)

Name	Strengths	Styles and Preferences
Andrea	Organization and Visualization	Scheduling work time to focus on specific tasks, Brainstorming
Bianca	Good Listener, Strategic, Fair, organization	Reflection, need details, emailing, “what if” thinking,
Darcy	Organization, attention to detail, editing	Visual learner and thinker, appreciates defined tasks or objectives with my work
Liz	Ideas, Easy going, Organization	Documentation of decisions, lots of discussion and brainstorming, visualizing discussion, setting aside individual work time
Rachel	Attention to detail, writing	Working meetings, lots of email, both quiet thinking time and discussion time, changing the scenery (e.g., walking meetings)
Randy	Idea person, ethics, committed, good at presentations, flexible (comfortable with change)	Discussion time, directed research, team work, change of scenery for meetings, trusted group conversations
Sara	Time management, easy going, gets stuff done and does it well!	Visual learner, feeds off of others energy and ideas (RW)

Boundaries

Ground Rules for Acceptable Behavior

Create group agreements

1. Discussion
2. Set ground rules

Group Agreements

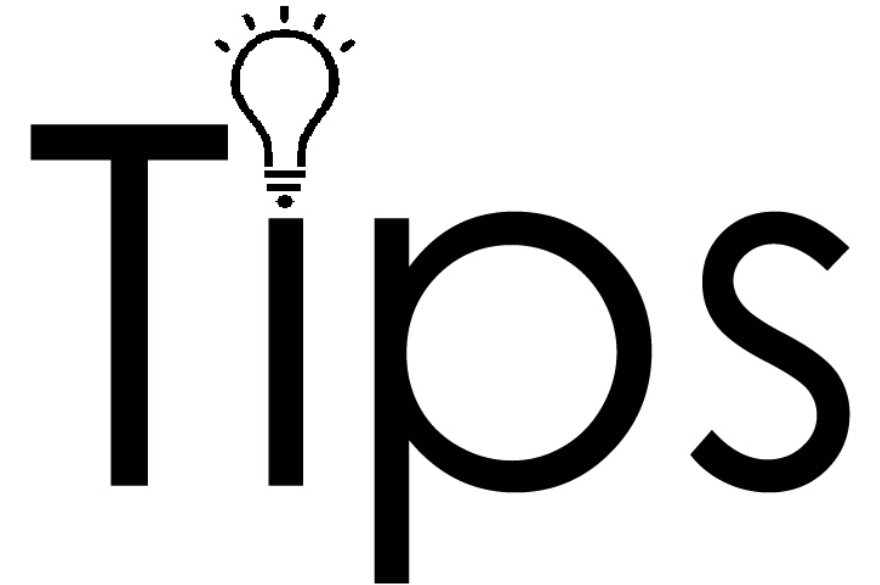
We will...

1. Be direct and respectful (open and honest)
2. Communicate any interactions concerning this project to the group
3. Come prepared to meetings
4. Be accountable for assigned tasks
5. Ask for help
6. Give help when needed
7. Be cognizant of time constraints
8. Stick to the agenda

Boundaries TIPS

Ground Rules for Acceptable Behavior

- Take time for reflection at the beginning of a project
- Use group agreements to be explicit about how you will work together



Tips

VOCAB

Communication

Ask, Listen, and Express

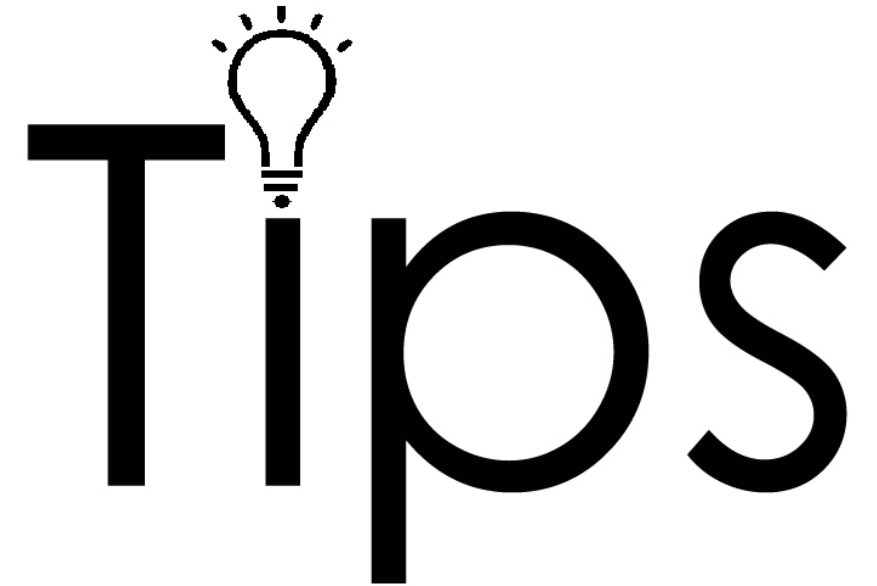
- **Openness**
 - Sharing ideas and thoughts
 - Openminded -Listening and hearing
- **Recognizing our goal**
 - Canfield's definition
- **Multiple communication tools**
 - Everyone's voice should be heard
- **Communicating together as a group**
 - Internally and externally
 - Debrief and process
 - Stay on the same page
- **Sharing responsibilities**
 - Kept people from getting stuck
 - Not necessarily equal
 - No one had more power



Communication TIPS

Ask, Listen, and Express

- Try to tone down authoritative communication and make things more discussion based
- Use a variety of communication tools and technologies
- Keep documentation throughout

The word "Tips" is written in a large, bold, black serif font. A small, black line-art lightbulb icon is positioned above the letter 'i', with three short lines radiating from the top to represent light.

VOCAB

Ownership

Taking Accountability for My Own Needs, Emotions, and Choices

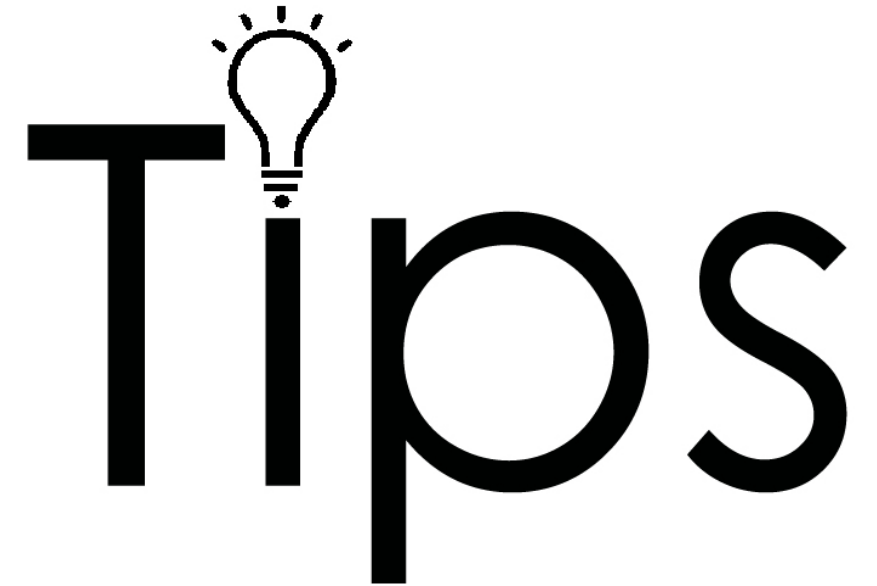
- **Accountability for self in the context of the team**
 - Practicing ownership early on
- **Investment in a common goal**
 - Avoiding competing agendas
 - Being deliberately hierarchy-less
- **Reflection as a tool for accountability**
 - Making time
 - Not conflating accountability with perfection
- **Trust as enabler of agility**
 - Arriving at consensus
 - Not second-guessing others' work
 - Stepping up



Ownership TIPS

Taking Accountability for My Own Needs, Emotions, and Choices

- Take ownership of your contributions to the team
- Keep an eye on the big picture to keep group investment in common goal
- Use reflection as a tool for accountability and trust



Tips

VOCAB

Acceptance

Embracing Reality and Letting Go of What We Can't Control



Acceptance

Embracing Reality and Letting Go of What We Can't Control

- **Accept yourself and others as part of the team**
 - Utilize individual strengths and skillsets
 - Team “role” requirements



Acceptance

Embracing Reality and Letting Go of What We Can't Control

- **Accept that the process should be fluid and adapt with change**
 - Learn together
 - Take advice
 - Trial and error – change methods
 - Prioritize – it's ok to let go



Acceptance

Embracing Reality and Letting Go of What We Can't Control

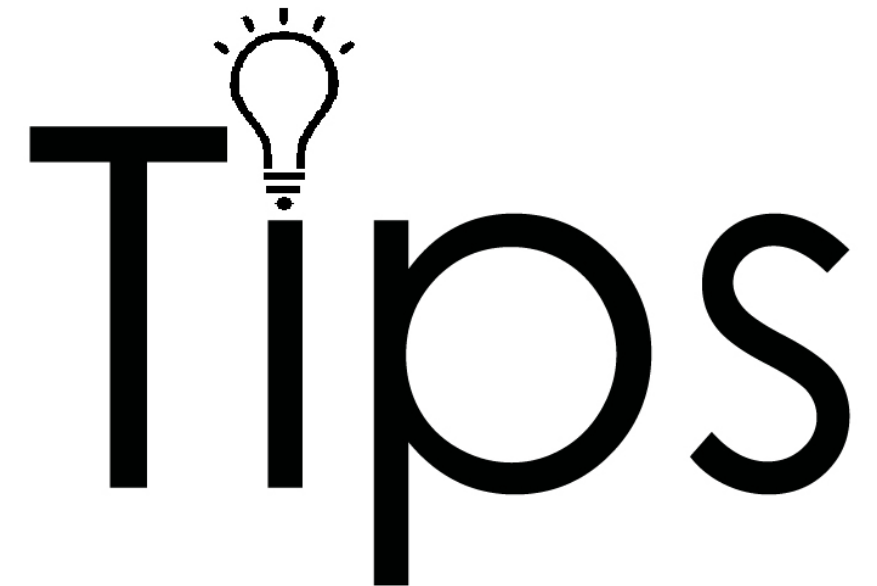
- **Accept that you can't please everyone**
 - Re-evaluate, discuss, reach agreement, and move on



Acceptance TIPS

Embracing Reality and Letting Go of What We Can't Control

- Bridge the Gap
- All parties should use the same model = VOCAB
- Ask for help but be aware of agreements made with consultants and mentors

The word "Tips" is written in a large, bold, black serif font. A small, black line-art lightbulb icon is positioned above the letter 'i', with three short lines radiating from the top to represent light.

Breakout Discussion

Vulnerability / Ownership / Communication/ Acceptance / Boundaries

- Select element from Canfield's model
- Join group
- Introductions
- Discuss why your selected concept resonates with each of you
 - How might it help address challenges in collaboration you've encountered in the workplace?
 - How might it help you approach new group work contexts?
 - What questions or ideas does the VOCAB model spark for you?



Karen Franco, Alex Pineda, Flor Pacheco, Hector Hernandez, Luis Madrigal, Yasmeen Pineda and Maria R. focus group interview on November 7, 2012. <http://digital.lib.usu.edu/cdm/compoundobject/collection/Latino/id/739/rec/22>

Re-Convene



Focus Group interview, November 7, 2012. <http://digital.lib.usu.edu/cdm/compoundobject/collection/Latino/id/739/rec/22>